Job Posting

1	*Applications accepted from:*	ALL PERSONS INTERESTED
2	*Job Classification*	OPERATIONS MANAGER
3	*Posting Number*	PN #106114
4	*Department*	HOUSTON POLICE
5	*Division*	TECHNOLOGY SERVICES
6	*Section*	N/A
7	*Reporting Location*	33 ARTESIAN, 2ND FLOOR *
8	*Workdays & Hours*	MONDAY – FRIDAY, 8:00 A.M. – 4:00 P.M.*

*Subject to change

9 *DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS*
Coordinates, directs and manages the Field Services section of the Houston Police Department's Technology Services organization. Technology Services is responsible for the design, installation and management of HPD's Information Technology (IT) capabilities. Organizes and leads Field Service and Technology Coordination sections that serve the needs of a large municipal police department supporting an environment composed of several thousand desktop computers. Manager concentrates on complying with industry best practices for customer satisfaction and service management. Operations Manager report to the Customer Services IRM Manager and is responsible for the management of supervisory and technical field level personnel who perform computer system break/fix repairs, systems analysis and design, and after hours (Call Out) support for over 100 HPD locations. Maintains close coordination with the Technology Services Project Management Office (PMO) in implementing projects and maintaining IT governance within the department. Position requires equal familiarity with both mainframe and server/PC environments as well as with client relationship management best practices. Displays solid team leadership skills and experience. Must have excellent writing, presentation and client relationship management skills.

10 *WORKING CONDITIONS*
The position is physically comfortable; the individual has discretion about walking, standing, etc.

11 *MINIMUM EDUCATIONAL REQUIREMENTS*
Requires an Associate's degree in Computer Science, Business Administration, Mathematics or a closely related field.

12 *MINIMUM EXPERIENCE REQUIREMENTS*
Seven (7) years of experience in the maintenance and operation of computer or data originating systems or a closely related field are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

13 *MINIMUM LICENSE REQUIREMENTS*
Must have a valid Texas Class "C" driver's license and be in compliance with the City of Houston's policy on driving. (AP 2-2).

14 *PREFERENCES*
Preference will be given to candidates with three (3) or more years of managing five (5) or more break/fix and systems analysis technical personnel. Prefer candidates with extensive experience in IT operations, management and/or supervisory experience focused on Customer Service and computer system design and implementation. Experience with data center environments and supporting disparate systems and infrastructures is a plus. Preference for individuals with demonstrated client relationship management skills.

15 *SELECTION/SKILLS TESTS REQUIRED*
None.

16 *SAFETY IMPACT POSITION*   X Yes   No
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 *SALARY INFORMATION*
Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 27
$1,678.00- $2,337.00 Biweekly $43,628.00- $60,762.00 Annually

18 *OPENING DATE*   August 3, 2005

19 *CLOSING DATE*   Open Until Filled

20 *APPLICATION PROCEDURES*
Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, First Floor. **Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. Our TDD phone number is (713) 837-9496.**

An equal opportunity employer

S.L./J.B.A. 439.5